

Family and
Protective Services
Council Meeting

February 14, 2020
John H. Winters Building



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Adult Protective Services Update

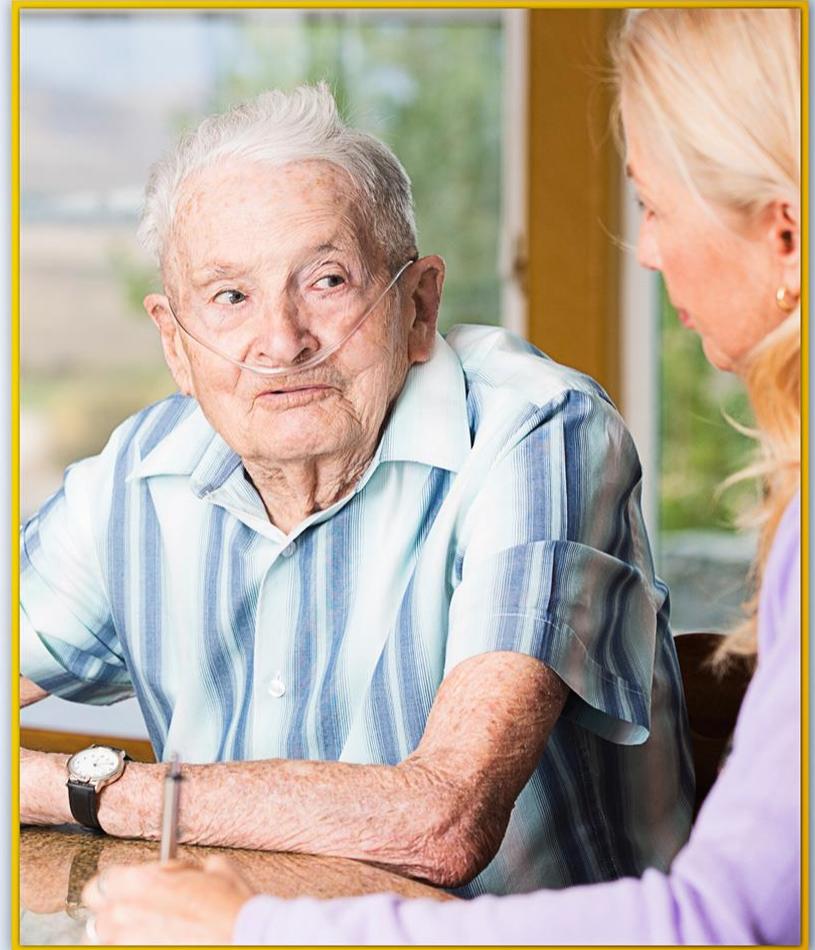
Kez Wold
APS Associate Commissioner



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- **Implementation of Additional Resources from the 86th Session**
- **Mentor Program**
- **Staff Turnover Improvements**
- **What's Next for APS?**





The 86th Legislature appropriated:

- \$750/month salary increase for caseworkers
- \$750/month salary increase for first line supervisors
- 38 additional caseworker positions
- Additional support positions (supervisors, administrative technicians, etc.)





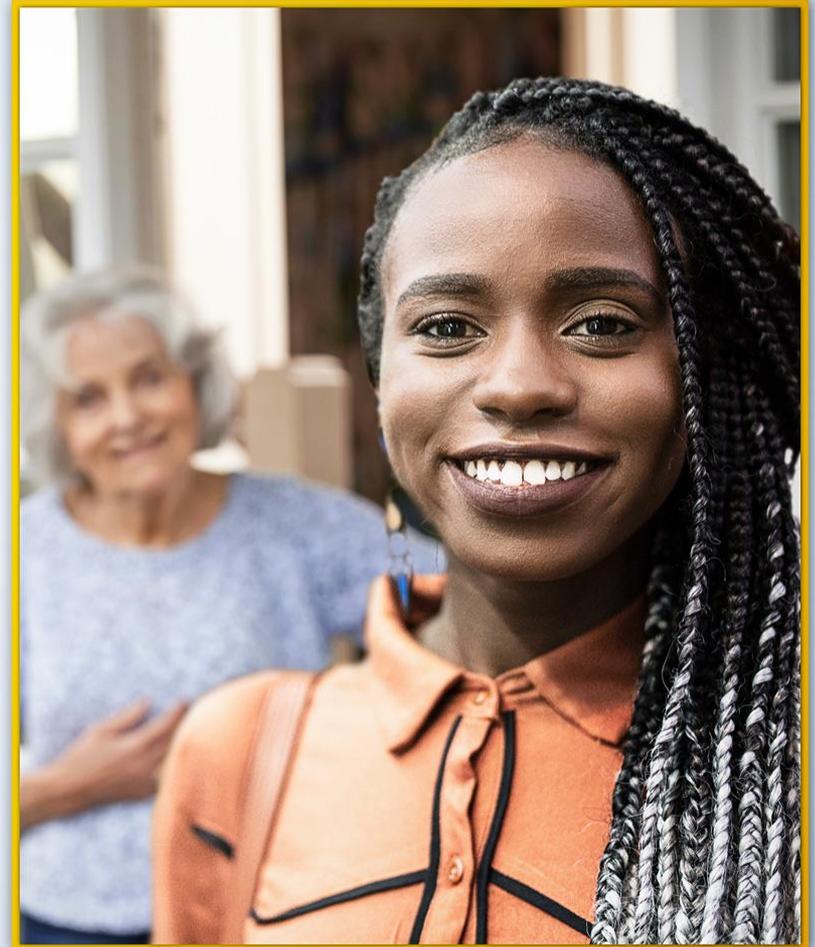
Mentor Program Process

- **Each new caseworker is matched with a mentor for six months.**
- **Mentors are:**
 - Methodically selected,
 - Receive specialized training, and
 - Earn a \$300/month stipend.
- **Protégés receive support from the supervisor, mentor, and trainer.**
- **Regular performance progress meetings are held.**



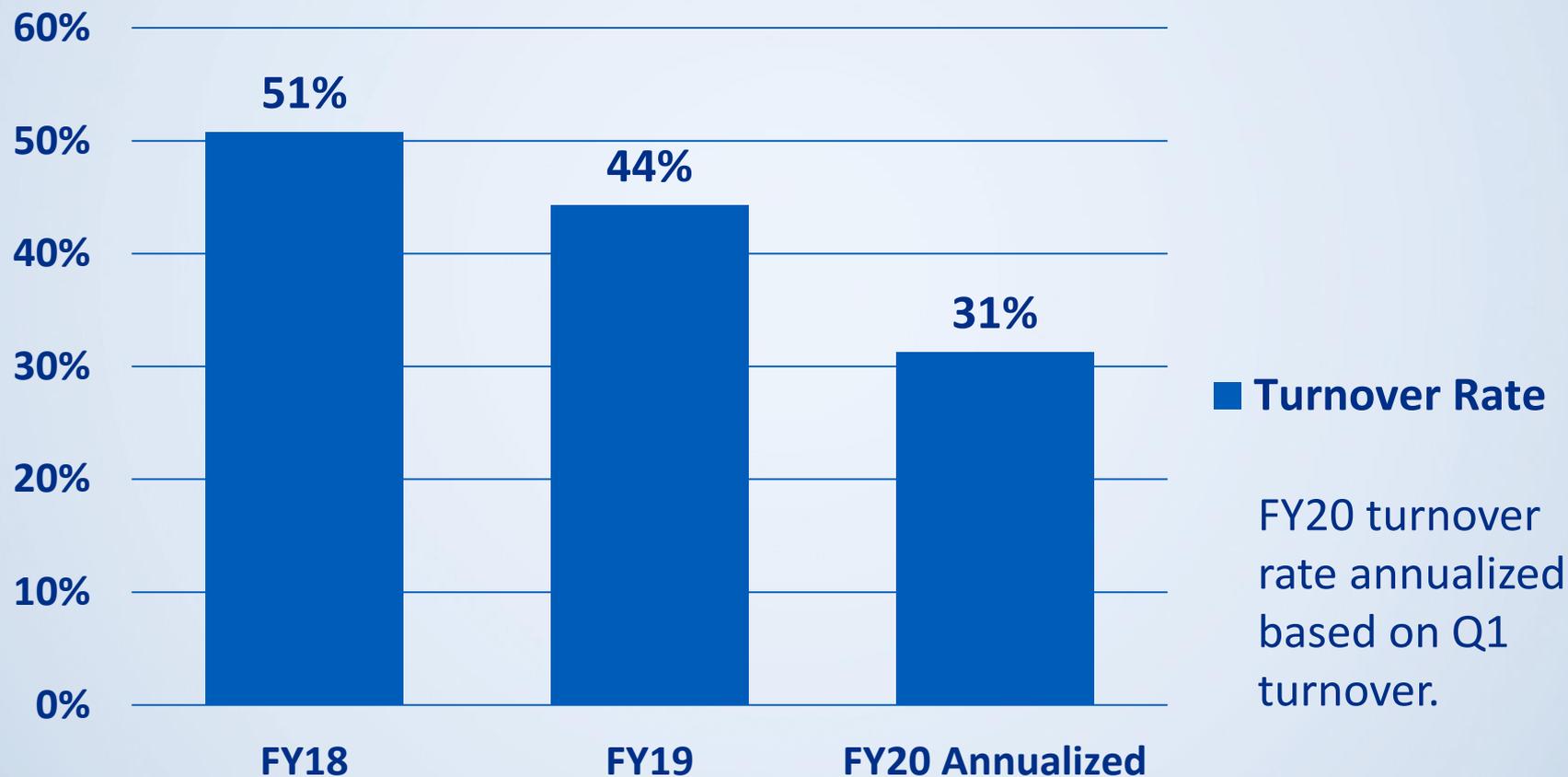
Mentor Program Implementation

- **FY18**
Policy and procedures developed.
- **FY19**
Program rolled out by district.
- **FY20**
Statewide coverage achieved.



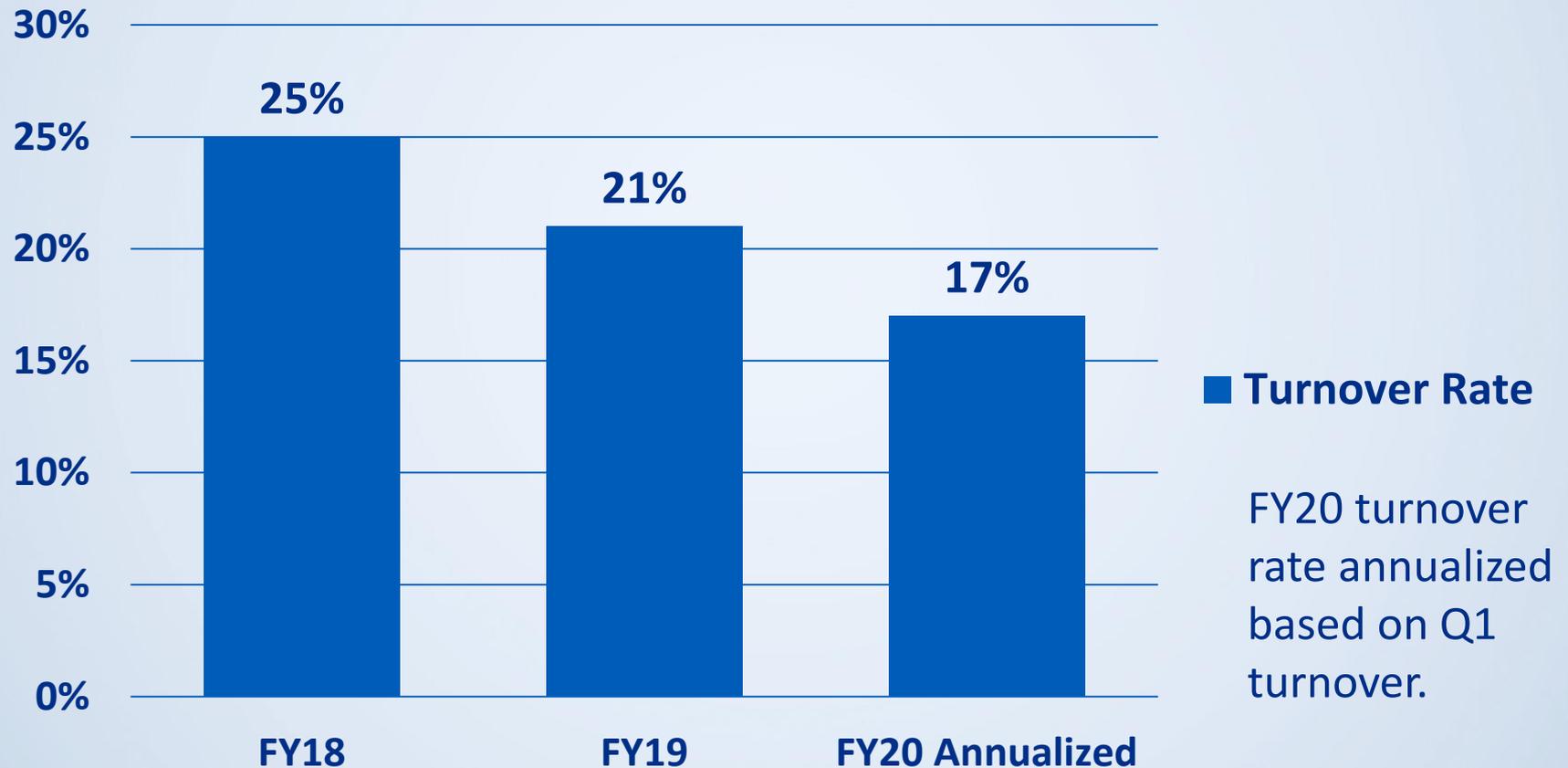


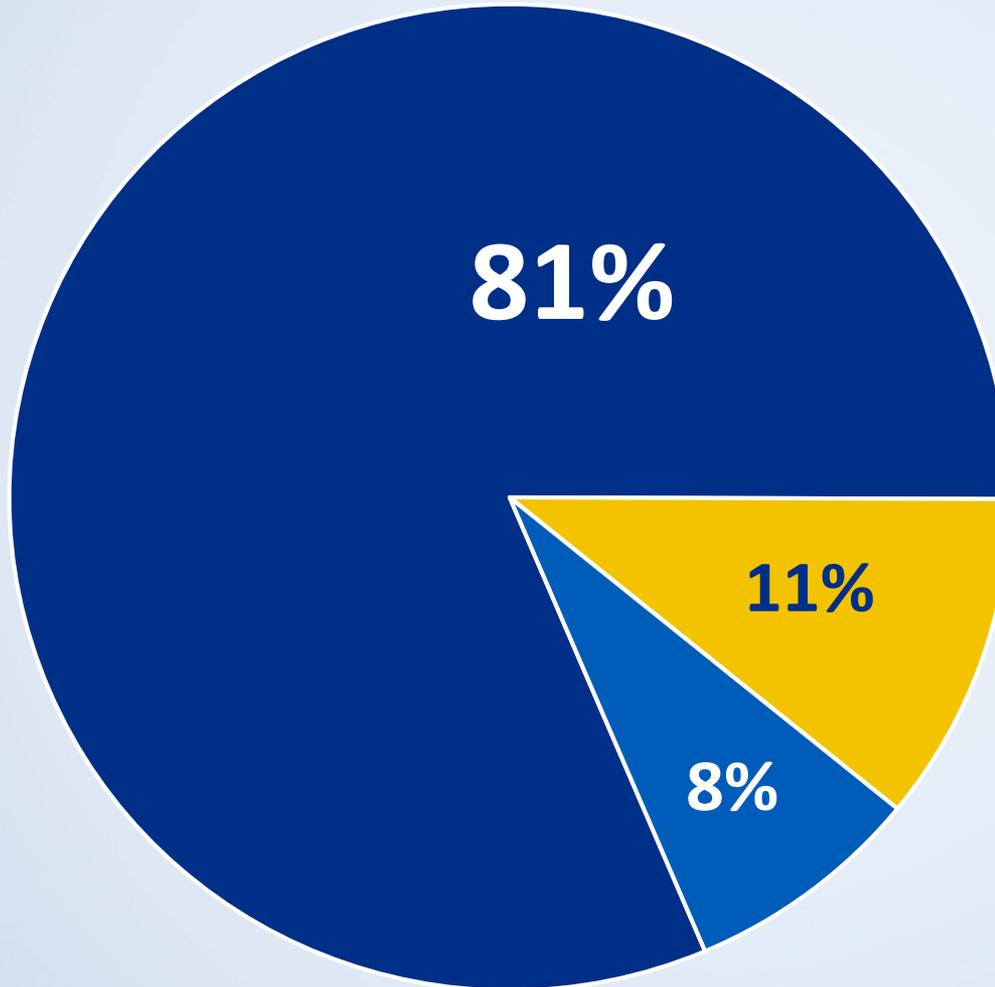
APS Specialist I Turnover





APS Caseworkers Turnover





Protégé Retention

- Retained
- Dismissed
- Resigned

Data as of
December 2019



What's Next for APS?

- **Expand the mentor program to include supervisors as protégés.**
- **Conduct a comprehensive review of administrative rules.**
- **Reorganize the policy handbook to be easier for new staff to use.**
- **Continue reviewing processes and practices for efficiency.**
- **Assist other states and the National APS Technical Assistance Resources Center.**



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Thank you



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Effectively Using Data to Improve Outcomes



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- **Framework for using data to improve outcomes for children, families and vulnerable adults**
- **How the Office of Data and Systems Improvement (DSI) supports implementation of this framework within DFPS**
- **DSI support for external partners through the online databook**



- **DFPS cannot do it's work alone.**
- **Advocates, contractors, communities, courts and legislature and others all contribute to the effectiveness of the system and the outcomes for children, families and vulnerable adults.**
- **Relevant data must be available to DFPS internally and to our external partners.**



Think about the agency's work in terms of systems:

- Resources – flow of clients through each program and the resources available to do the work to achieve successful outcomes
- Critical tasks and quality casework – what's needed to successfully move clients through the system
- Outcomes – Protecting the unprotected



Focus internal system improvement efforts on:

- effective management of DFPS resources,
- timely completion of critical tasks, and
- quality casework.

They are the mechanisms through which DFPS impacts outcomes and are the areas over which we have the most control.



DSI is a consolidated data shop under the Office of the Deputy Commissioner created pursuant to HB 5 in the 85th Legislative Session.

DSI's mission is to:

- Ensure effective coordination, communication and consistency across the agency around data and reporting.
- Support leadership in using data to continuously and proactively improve outcomes.



Implementation of this Framework

- **Create reports on system functioning for each program over time and across comparable levels.**
- **Use reports to continuously track and analyze each program's system and highlight key patterns and trends**
- **Support leadership in proactively understanding root causes to identified issues, crafting actionable plans and tracking progress.**

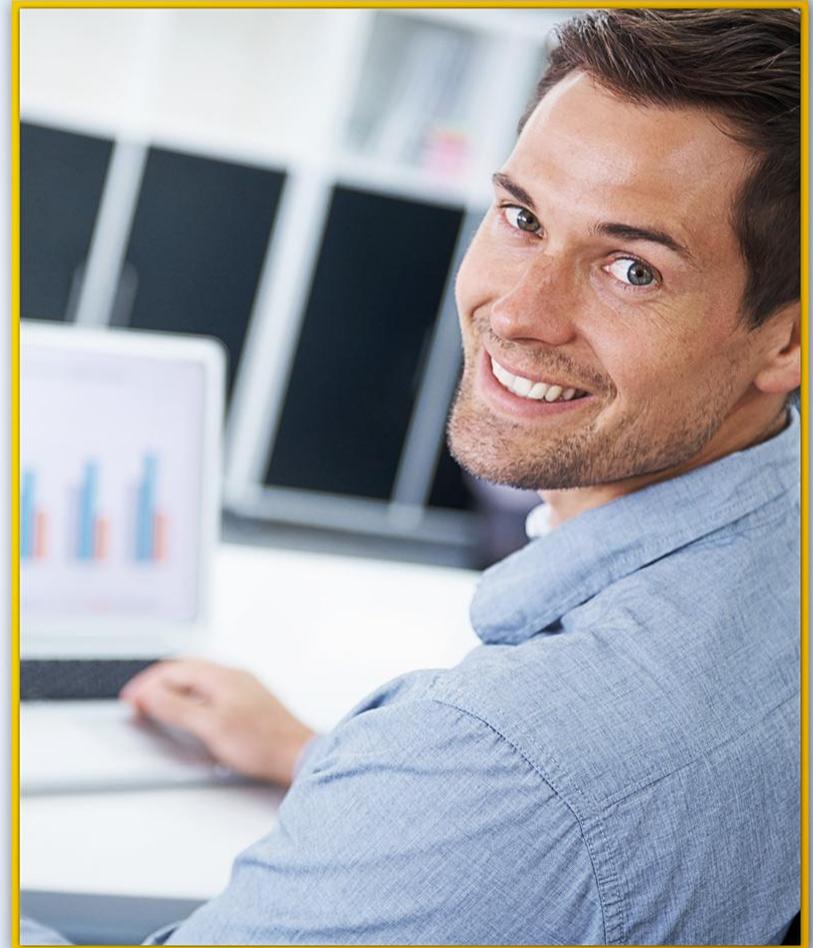


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Supporting External Partners

The Online Databook

**More than 100
interactive pages of
data with more than
500 dashboards
across all DFPS
programs, generally
available by state,
region and county.**





- **Range of data includes**
 - DFPS financing
 - Staff turnover, tenure and caseloads
 - How children, families and vulnerable adults are moving through our systems and their outcomes
- **Data on clients is generally available by age, gender and race/ethnicity**

Databook in action

Supporting External Partners
Through the Online Databook





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Thank you

Jane Burstain

DFPS Chief Data and Analytics Officer

Ross Baxter

Director of Data and Decision Support

Community-Based Care (CBC) Update



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Region 3b

- **September 2018** – DFPS renewed contract with ACH (Our Community Our Kids) through 2023
- Currently serving 1200 children from 3b counties
- **March 1, 2020** - Stage II implementation anticipated
- DFPS and OCOK are working in partnership on Stage II transition activities:
 - Implementation workgroups
 - Protocol sessions
 - OCOK Stage II hiring activity
 - CBC Stage II IT release anticipated February 23, 2020



Region 2

- **June 2018** – contract awarded to Texas Family Initiative (TFI) and New Horizons (2INgage)
- **December 1, 2018** – 2INgage began serving children in Region 2
- Serving 764 children (98%) as of 1/22/20
- **December 2019** – DFPS and 2INgage formally announced start up for Stage II
- **January 2020** – DFPS and 2INgage initiating Stage II implementation workgroups and protocol sessions as in Region 3b
- **June 2020** – Stage II implementation anticipated



Region 8a

- **August 2018** – contract awarded to The Children’s Shelter (Family Tapestry)
- **February 1, 2019** – Family Tapestry began serving children
- Serving 1,677 children (91%) as of 1/22/2020
- DFPS and Family Tapestry will soon formally announce Stage II start-up





Region 1

- **June 2019** – Contract awarded to Saint Francis Community Services
- **January 6, 2020** – Saint Francis began serving children in Region 1 after a 6-month start-up period, and confirmation of readiness by DFPS
- 60 total children referred to Saint Francis for placement as of 1/22/2020
- Stage II roll-out will be based on the 87th Legislative Session, as well as SSCC and DFPS readiness





Region 8b

- **May 2019** – Request for Application Released
- **August 2019** – Request for Application Closed
- Evaluation of bids continues
- Contract negotiations will follow evaluation
- Anticipated go-live in first quarter of FY 2021 (after 6 month start-up)



Implementation Plan

- **December 2019** – Released FY20 Annual Plan Update
- **December 2020** – FY21 Annual Plan Update
- Anticipated Statewide Roll-Out Schedule
- Modified Catchment Area Map: 16 vs 17 Catchment Areas





Process Evaluation

- DFPS has contracted with Texas Tech University to perform a process evaluation for Stage I and Stage II of Community Based Care
- The process evaluation will describe implementation in each catchment area, identify the key successes and barriers, and make recommendations for future implementation efforts
- Texas Tech made site visits to Regions 3b, 2 and 8a (Bexar County) in FY19 and will visit Region 1 in Spring 2020



FY20 Q1 – Stage I Performance Outcomes

Measure	OCOK	2INgage	Family Tapestry
Safe in care	100%	100%	100%
Close to home*	74% <i>74%</i>	47% <i>47%</i>	82% <i>75%</i>
Family home setting	79% <i>75%</i>	76% <i>78%</i>	72% <i>70%</i>
Siblings placed together	66% <i>63%</i>	57% <i>67%</i>	66% <i>64%</i>

Performance is compared to the historical catchment baseline (shown in italics) which differs by area.

* FY2019 Q1 (pending)



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Visit our website to sign up for updates
[www.dfps.state.tx.us/Child_Protection/
Foster_Care/Community-Based_Care](http://www.dfps.state.tx.us/Child_Protection/Foster_Care/Community-Based_Care)

Additional questions about CBC can be sent to:

CBCCare@dfps.state.tx.us

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